



## Unemployment Insurance (UI) Benefit Operations Self-Assessment Tools: *Resources*

### FUNCTIONAL AREA:

You may use this document to track the subject matter expert(s)' documents/citations or interviews used to verify answers to specific self-assessment questions. Many self-assessments contain nine sections covering different operational elements; however, some self-assessments contain fewer sections as some operational elements are addressed elsewhere (such as in the self-assessment for Overarching Matters).

If additional space is needed to record resource information for any operational element, use the Additional Comments and Reviewer Notes on page [21](#) and [22](#). Be sure to include the operational element name, question number, subject matter expert, source document/citation and interview details (name/title of the person interviewed and date of the interview) for each resource listed.

## SECTION: Procedures, Policies, and Confidentiality

Question #	Subject Matter Expert	Source Document/Citation ( <i>Law, Rule, Benefits Operation Manual, Standard Operating Procedure, etc.</i> )	Interview ( <i>name and title of person interviewed and date of interview</i> )

Question #	Subject Matter Expert	Source Document/Citation ( <i>Law, Rule, Benefits Operation Manual, Standard Operating Procedure, etc.</i> )	Interview ( <i>name and title of person interviewed and date of interview</i> )
<b>Comments:</b>			

## SECTION: Training

Question #	Subject Matter Expert	Source Document/Citation ( <i>Law, Rule, Benefits Operation Manual, Standard Operating Procedure, etc.</i> )	Interview ( <i>name and title of person interviewed and date of interview</i> )

Question #	Subject Matter Expert	Source Document/Citation ( <i>Law, Rule, Benefits Operation Manual, Standard Operating Procedure, etc.</i> )	Interview ( <i>name and title of person interviewed and date of interview</i> )
<b>Comments:</b>			

## SECTION: Workload Analysis / Management Controls

Question #	Subject Matter Expert	Source Document/Citation ( <i>Law, Rule, Benefits Operation Manual, Standard Operating Procedure, etc.</i> )	Interview ( <i>name and title of person interviewed and date of interview</i> )

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<b>Comments:</b>			

## SECTION: Performance Management

Question #	Subject Matter Expert	Source Document/Citation ( <i>Law, Rule, Benefits Operation Manual, Standard Operating Procedure, etc.</i> )	Interview ( <i>name and title of person interviewed and date of interview</i> )



Question #	Subject Matter Expert	Source Document/Citation ( <i>Law, Rule, Benefits Operation Manual, Standard Operating Procedure, etc.</i> )	Interview ( <i>name and title of person interviewed and date of interview</i> )
<b>Comments:</b>			

## SECTION: Information Technology (IT)

Question #	Subject Matter Expert	Source Document/Citation ( <i>Law, Rule, Benefits Operation Manual, Standard Operating Procedure, etc.</i> )	Interview ( <i>name and title of person interviewed and date of interview</i> )

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<b>Comments:</b>			

## SECTION: Claimant / Employer Access & Communication

Question #	Subject Matter Expert	Source Document/Citation ( <i>Law, Rule, Benefits Operation Manual, Standard Operating Procedure, etc.</i> )	Interview ( <i>name and title of person interviewed and date of interview</i> )

Question #	Subject Matter Expert	Source Document/Citation ( <i>Law, Rule, Benefits Operation Manual, Standard Operating Procedure, etc.</i> )	Interview ( <i>name and title of person interviewed and date of interview</i> )
<b>Comments:</b>			

## SECTION: Operational Efficiency / Resource Allocation

Question #	Subject Matter Expert	Source Document/Citation ( <i>Law, Rule, Benefits Operation Manual, Standard Operating Procedure, etc.</i> )	Interview ( <i>name and title of person interviewed and date of interview</i> )

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<b>Comments:</b>			

**SECTION: Staffing**

<b>Question #</b>	<b>Subject Matter Expert</b>	<b>Source Document/Citation (<i>Law, Rule, Benefits Operation Manual, Standard Operating Procedure, etc.</i>)</b>	<b>Interview (<i>name and title of person interviewed and date of interview</i>)</b>



Question #	Subject Matter Expert	Source Document/Citation ( <i>Law, Rule, Benefits Operation Manual, Standard Operating Procedure, etc.</i> )	Interview ( <i>name and title of person interviewed and date of interview</i> )
<b>Comments:</b>			

**SECTION: Fiscal Management**

<b>Question #</b>	<b>Subject Matter Expert</b>	<b>Source Document/Citation (<i>Law, Rule, Benefits Operation Manual, Standard Operating Procedure, etc.</i>)</b>	<b>Interview (<i>name and title of person interviewed and date of interview</i>)</b>

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<b>Comments:</b>			

## Reviewer Information:

### REVIEWER

**Name:**

**Title:**

**Email:**

**Phone No.:**

**Date Completed:**

### ADDITIONAL REVIEW TEAM MEMBER

**Name:**

**Title:**

**Email:**

**Phone No.:**

**Date Completed:**

## **Additional Comments and Reviewer Notes:**

